

# PERMIT CENTER SERVICE DELIVERY

**May 2012**

## **Building Counter Services:**

- Walk-in Customer inquiries
  - Monday - Thursday 1:00 p.m. to 4:00 p.m. only
  - No availability on Fridays
- Over-The-Counter Permit issuance
  - Monday - Friday 9:00a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.  
(Minor counter plan review offered)
- Building Plan submittal without appointment
  - Monday - Friday 9:00 a.m. to 11:00 p.m. and 1:00 p.m. to 3:00 p.m.
  - Customers served as staffing allows
- Building Plan submittal by appointment
  - Monday - Friday at 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4 p.m.
  - All customers with appointments will be served
- Residential and Commercial Express Appointments: Approximately 5 appointments per day from 8:00 a.m. to 4:00 p.m. Monday - Friday

## **Planning Public Counter Services:**

- Tickets to meet with a Planner are available Monday through Friday 9:00 to 11:00 a.m. and 1:00 p.m. to 3:00 p.m. to submit applications and for general inquiries. (Due to limited resources, these tickets are in high demand so you may want to come in early to have the best chance of getting a ticket.)
- Due to staffing levels we are only able to handle one project inquiry per ticket.
- All customers with appointments will be served

## **Planning Phone Service:**

- Call (408) 535-3555
- Monday through Friday 10:00 a.m. through 12:00 p.m., as staffing allows.
- Monday through Wednesday 1:00 p.m. through 3:00 p.m., as staffing allows.

## **Public Works Counter Services:**

- Walk-in Customer inquiries/general information, Over-The-Counter Permits, and submittal appointments
  - Monday - Friday: 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.

## **Website addresses:**

Building: <http://www.sanjoseca.gov/building/>

Public Works: <http://www.sanjoseca.gov/publicWorks/>

Planning: <http://www.sanjoseca.gov/planning/>